



Title: Payroll/Personnel Manual

Chapter:

Bulletin: Title 1, 08-6, **EmpowHR** Processing Tips, Handling of Incident Reports and System Change Requests, and Future Enhancements

Date: May 6, 2008

To: Holders of Payroll/Personnel Manual
EmpowHR Users Group
Personnel Offices

This bulletin provides information to help customers with **EmpowHR** processing and **EmpowHR** Incident Report and Software Change Request tracking.

Processing Tips

We offer the following processing tips for the **EmpowHR** application.

- Use full names or the full EmplID when searching for an employee.
- Periodically delete temporary files and cookies from your hard drive.
- Do not log out of the application while a document is processing. The application is still running in the background. Wait until the **Transaction Status** has updated to log out of the application.
- Do not press the **Stop** button on the browser when the transaction is processing. Wait until the processing is completed before closing the window.
- Do not use the **Back** button on the the browser.

EmpowHR Incident Report And Software Change Request Tracking

To better service our customers, we offer two processes to report and track **EmpowHR** issues.

- **EmpowHR** Incident Report (IR) – An IR is generated when an agency Point of Contact (POC) reports an issue to the NFC **EmpowHR** Help Desk which requires technical intervention (i.e., making current functionality work as designed). The IR is assigned a number to document, track and communicate status information regarding the issue. To assist the NFC **EmpowHR** Help Desk in researching these issues and responding timely, the following information should be provided:
 - User contact who can provide additional information on the issue. (Name, User ID, agency, telephone number, and e-mail address)

- Issue Information. (Employee ID (EmplID), employee name, Nature of Action (NOA), description of the issue)
- **EmpowHR** and/or corporate/legacy database screen shots.
- Input on the criticality of the issue. Listed are the levels of prioritization that will be given to IRs received.
 - 5 (Fatal) - Production down or severe system-wide issues
 - 4 (Critical) - Severe degradation of service or large number of users adversely affected
 - 3 (High) - Processing impaired or multiple users adversely affected
 - 2 (Normal) - System issues, individual users affected
 - 1 (Low) - Minor issues that do not impair processing

The priority is established and the NFC Human Resources Applications Staff (HRAS) will analyze the problem and gather requirements.

When the development is complete, NFC will notify the agency POC when the IR is ready for User Acceptance Testing (UAT) via the **EmpowHR.migrate@usda.gov** mailbox. The POC will be responsible for coordinating the UAT.

Once the IR passes UAT, the agency POC will send a migration certificate to the **EmpowHR** migrate mailbox. The migration certificate will serve as the authorization to move the code for the modification to the production environment.

Migration certificates must be received by 1:00 p.m. ET/12:00 p.m. Central Time (CT) on Wednesday to be included in the weekly migration. Migrations will occur on Thursday evenings for Friday's production. Once the code is verified in production, the IR will be closed and the agency POC will be notified via e-mail.

In addition to notifying the POC via e-mail, NFC sends a weekly status report on all IRs. The POC may also inquire on the status of an IR by contacting the **EmpowHR** help desk and referencing the IR number.

- Software Change Request (SCR) - An SCR is used to track an agency requested modification to the **EmpowHR** application (i.e., new functionality, new edits, edit changes). SCRs are submitted by the designated **EmpowHR** agency POC for each customer to the Government Employees Services Division (GESD) mailbox at nfc.gesdrequest@usda.gov where the changes will be assigned a GESD Project control number. Agencies should refer to the GESD project control number when discussing their requested changes.

The **EmpowHR** Configuration Control Board (CCB) sets the date of the **EmpowHR** SCR release schedules. SCR migrations are scheduled during these releases.

When the issue or change is resolved and is ready for UAT, a notification will be sent from the **EmpowHR** migrate mailbox at **EmpowHR.migrate@usda.gov** notifying the POC that the request is ready for testing.

If the change passes UAT, the agency POC will send a migration certificate to the **EmpowHR** migrate mailbox. The migration certificate will serve as the authorization to move the code for the modification to the production environment.

The code will be verified, the SCR will be closed, and the agency POC will be notified via e-mail. All correspondence concerning UAT issues and migration certificates certifying the change for production should be directed to the **EmpowHR** migrate mailbox.

The Reporting Center can be used to search the status of an SCR. The Reporting Center is accessed from the Application Launchpad on the NFC's home page at www.nfc.usda.gov. To gain access to the Reporting Center, contact your agency NFC security officer. To learn more about the Government Employees Services Division (GESD) Request Tracking Report (SCR), refer to Title 1, Chapter 29, Reporting Center, GESD Request for Tracking Report.

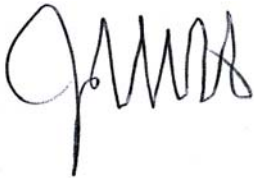
Future Enhancements

NFC is working to develop more effective communication methods and additional tools to better service our **EmpowHR** customers. Listed below are a few of the changes you will see in the future.

- We will provide the POC with automated e-mails on **EmpowHR** system status.
- We will provide the agency with the capability to access Remedy (IR entry and tracking) system.

Who To Contact For Help

For questions about the **EmpowHR** application (including help with unusual conditions) or the status of an outstanding IR, contact the **EmpowHR** Help Desk during the hours of 8:00 a.m. to 4:00 p.m. (CT) at 504-426-1670 or 504-255-4630 (select option 3), 1-888-367-6955, or e-mail your questions to nfcempowhr@usda.gov.



JOHN S. WHITE, Acting Director
Government Employees Services Division